

# WiSACWIS County Staff

## Zero Level

*Pre-call Actions & Entry of Calls*

### Resolve Problems Unique to the County Local Level

- Desktop
- Hardware
- Local Network
- ISP
- Printer
- WiSACWIS application support
- WiSACWIS application interface support
- Place calls to the DHFS IT Service Desk
- Technical liaison to DHFS & AMS
- Escalate problem priority

### Training

- WiSACWIS application
- WiSACWIS application interface
- DHFS problem reporting process & procedure

### Administrative Support

- Report distribution
- Security
- User setup

## First Level

*Initial Review of Problem*

### Resolve Problems

- Work as part of the DHFS problem resolution team, as necessary
- Resolve problem when responsibility given back to county from 3<sup>rd</sup> level

## Second Level

*Resolve problems and provide support for problems not resolved at First Level*

### Problem Resolution

- Work as part of the DHFS problem resolution team, as necessary
- Resolve problem when responsibility given back to county from 2<sup>nd</sup> level

## Third Level

*Resolve problems and provide support for problems not resolved at First Level*

### Problem Resolution

- Work as Part of the DHFS Problem Resolution Team, as Necessary
- Resolve problem when responsibility given back to county from 1<sup>st</sup> level